Maqsood Ahmed

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System Support Engineer System Engineer with thorough understanding of network setups, customized business applications, backup and storage services. Considerable hands-on experience providing IT services and developing security projects. Subject Matter Expert (SME) of network infrastructures necessary to provide day-to-day operational support..

Experience

02/2008 till now 2022

System Support Engineer

Century Publication Pvt Ltd, Hyderabad, Karachi

- Tracked problematic system errors by implementing various user support tracking metrics.
- Efficiently resolved myriad of technical issues concerning software installation and network connectivity.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Configured security settings and granted system access to groups and individuals.
- Worked with various departments on integrating new processes for software and manual usage.
- Offered technical guidance and advised users of alternative approaches when troubleshooting.
- Performed troubleshooting and maintenance of existing network systems.
- Monitored, tracked and prioritized new work requests at Help Desk within set response times.
- Worked effectively in both independent and team environments to exceed IT goals.
- Effectively communicated with other system engineering personnel and senior executives on joint projects.
- Administered comprehensive technical support to oversee functionality and productivity of employees.
- Monitored systems in operation and input commands to troubleshoot areas.
- Performed root cause analysis and general troubleshooting.
- Removed malware, other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up work stations for employees.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
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Dec/2005 to Feb/2008

Account Cum Computer Op:
TNT World Wide Express Courier, Hyderabad

- Managed on-site evaluations, internal audits and customer surveys.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.

Highlights

- Results-oriented
- Revenue generation
- Professional development
- Effective Technique and Support
- Organizational capacity
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners

Education

Bachelor of Computer:
Information Technology
Institute of Information Technical,
Sindh University Jamshoro

Hobbies

- Playing Cricket
- Study of general knowledge
- Mobile Games
- keep the mind sharp.